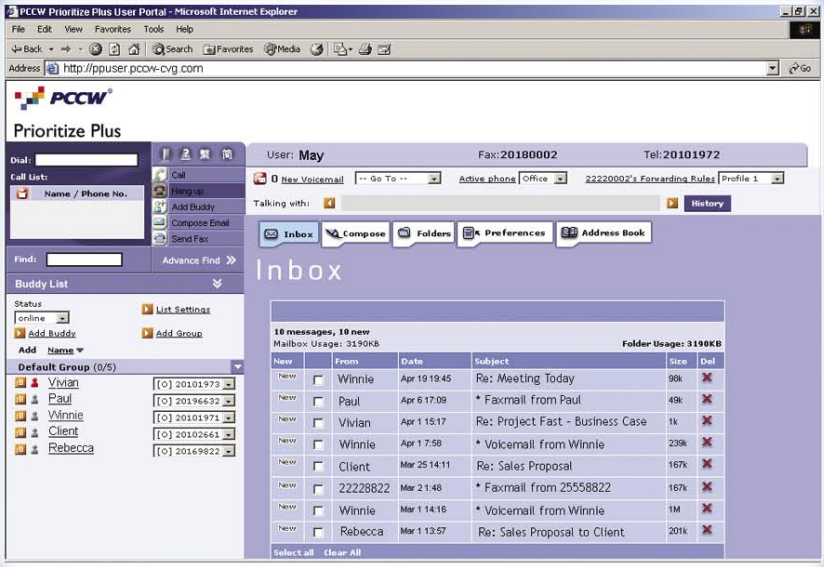
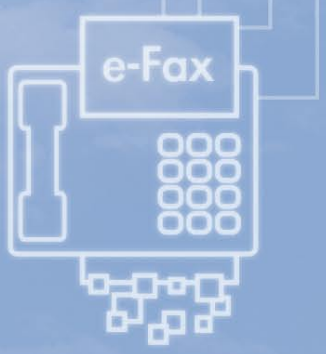
PCCW®

Prioritize Plus



User Manual



Contents

1. Getting Started **P.2-9**
- 1.1. Login User Portal P.2
- 1.2. Change Password P.3
- 1.3. Add Contact to Phonebook and Buddy List P.4
- 1.4. Set up Business NETVIGATOR webmail P.6
- 1.5. Set up faxmail P.7
- 1.6. Set up voicemail P.7
- 1.7. Logout User Portal P.9

2. Phonebook **P.10-12**
- 2.1. Import phonebook P.10
- 2.2. Export phonebook P.12

3. Buddy List **P.13-14**
- 3.1. Your Status P.13
- 3.2. Buddy List Settings P.14

4. Manage calls in User Portal **P.15-17**
- 4.1. Make Call P.15
- 4.2. Make a Conference call P.16
- 4.3. End Call P.17

5. Manage voicemail **P.18-21**
- 5.1. Voicemail Setting P.18
- 5.2. Click to listen to voicemails P.19
- 5.3. Check voicemails in email inbox P.20
- 5.4. Check voicemails by phone P.21
- 5.5. Delete voicemails P.21

6. Personal Fax **P.22-25**
- 6.1. Set up faxmail P.22
- 6.2. Receive a fax P.22
- 6.3. Send a fax P.23
- 6.4. Reject junk fax P.25

7. View Messages in Single Interface **P.26**
- 7.1. Set up Business NETVIGATOR P.26
- 7.2 Access webmail in User Web P.26

8. Customize Prioritize Plus **P.27-28**
- 8.1 Change password P.27
- 8.2 IDD Services P.27
- 8.3 Display caller number P.28

9. Remote Access Using Active Phone **P.29**
- 9.1 Programme your active phone P.29
- 9.2 Change your active phone P.29

10. Appendix A: Major Functions in User Portal **P.31**

11. Appendix B: Number Formats **P.32**

1. Getting Started

Welcome to Prioritize Plus. Prioritize Plus allows you to handle your fax, voicemail, email message according to priority with a single view. All the important contacts are centralized and always available. You can save your dialing time by click-to-call. Furthermore, any phone could become your office phone.

Simply follow the below procedures to set up your Prioritize Plus and enjoy the multiple benefits now!

1.1 Login User Portal

Follow these **three steps** to login User Web.

Step 1

Connect your PC to internet and launch browser. Prioritize Plus supports Microsoft® Internet Explorer 6.0 SP1, Mozilla 1.7.3 or Firefox 1.0. Screen resolution of 1024 x 768 or above is required.

Step 2

Enter this URL to go to the User Web.
http://ppuser.pccw-cvg.com

Step 3

Enter **User Name**, **Directory Number** and **Password** then click **Login**.

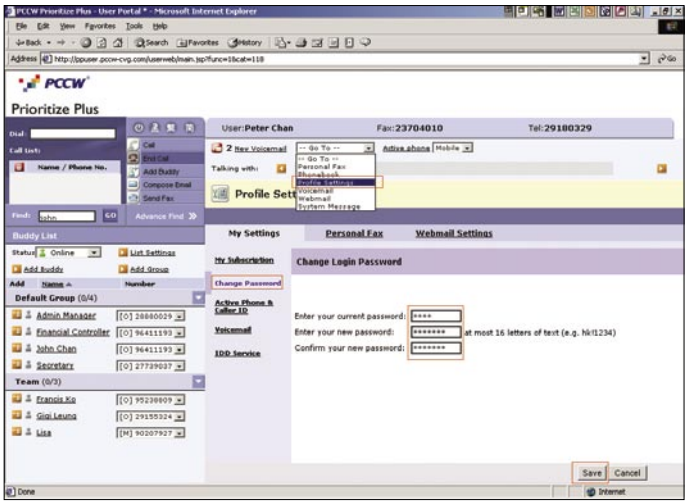
If you have forgotten your Prioritize Plus login password, please inform your Company Administrator. Prioritize Plus Administrator Portal allows your Company Administrator to quickly and easily change or reset your login password.

If you are using your own PC, you can check the box √ **Remember Me**. It saves your next login time by remembering your User Name, Directory Number and your Active Phone.

1. Getting Started

1.2 Change Password

You are recommended to change your password periodically and at your first time login. Simply follow these **three steps** to change your password.



Step 1

Select Profile Settings from the - - Go to - - menu.

Step 2

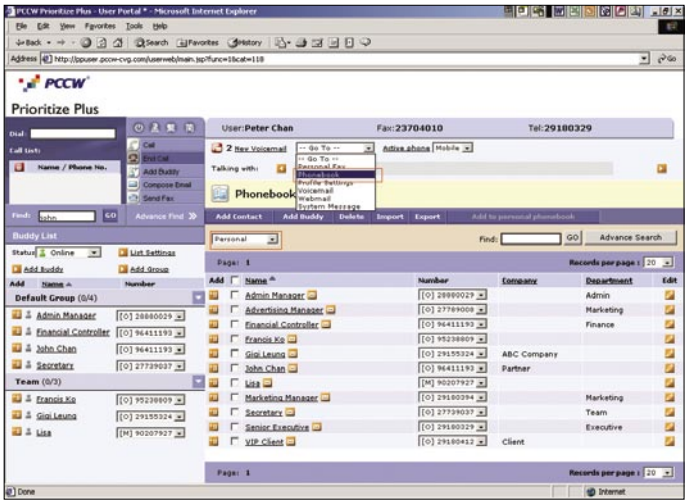
Click **Change Password**

Step 3

Enter your old password, then enter your new password twice. Password should be at most 16 letters of alphanumeric. Then click **Save**.

1. Getting Started

1.3 Add Contact to Phonebook and Buddy List



Prioritize Plus Phonebook is a full-featured database listing everyone of importance to you. Essentially, Prioritize Plus has two separate phonebooks.

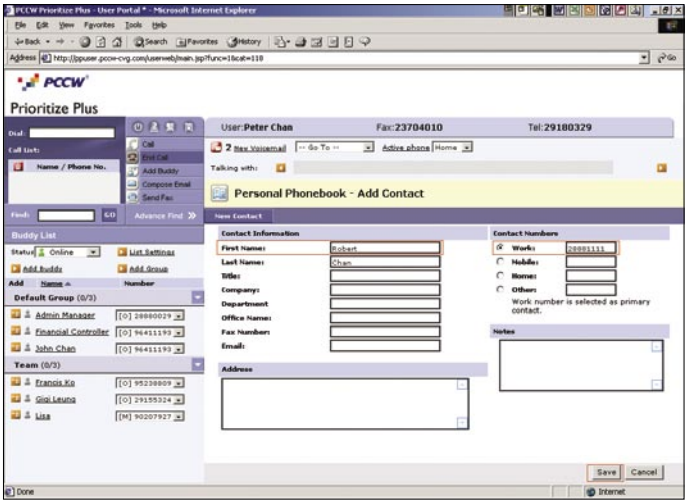
Personal Phonebook – List all your personal contact numbers. Only you can view and update the list anytime anywhere.

Corporate Phonebook – This centrally managed list of contacts is available to all Prioritize Plus users in your organization. The list can be updated by Company Administrator in Administrator Portal.

To access your phonebook, simply select Phonebooks from the -- Go to -- menu. Then select to view Corporate Phonebook or Personal Phonebook by the phonebook selector.

You can add entries to your Personal Phonebook one-by-one or import a list of entries from CSV file.

Add Contacts



Simply follows **two steps** to add one entry into your Personal Phonebook.

Step 1

Click **Add Contact** in the Phonebook to go to the **Personal Phonebook – Add Contact** page.

Step 2

Input the contact information and click **Save**.

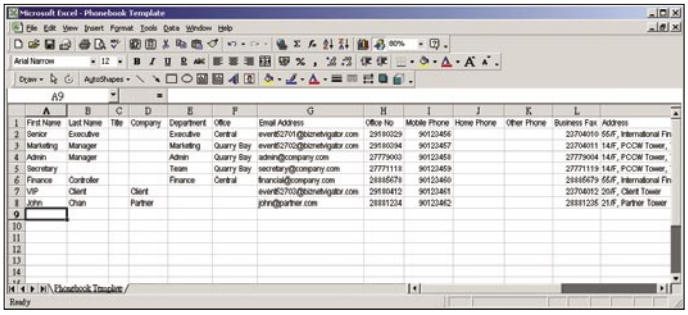
The following fields are mandatory:

- First name and Last name (at least one)
- Phone numbers (at least one)

1. Getting Started

Import Personal Phonebook

You can import a CSV file from local hard disk into your Personal Phonebook. Below is a sample template of the CSV file



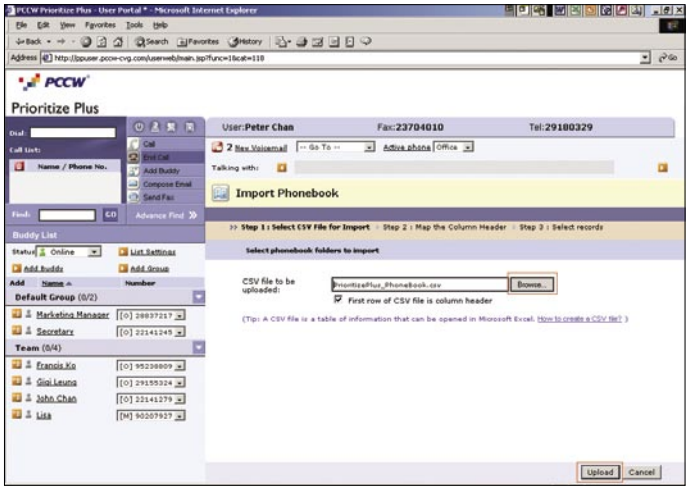
Step 1

Select CSV file for import

Click **Import** in the Phonebook. Then click **Browse** to choose the **.csv** file in your local hard disk for uploading. Then click **Upload**.

Note:

Tick [√] **First row of CSV file is column header** box



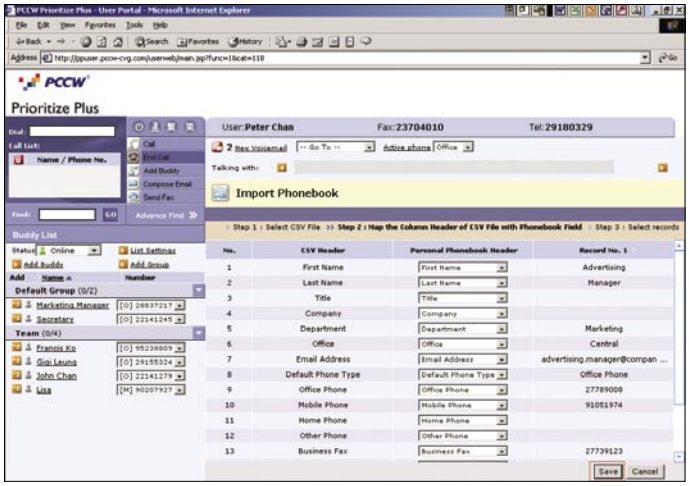
Step 2

Map the Column Header with Phonebook field

Map the Column Header of CSV File with Phonebook field. Then click **Save** to continue.

The following phonebook fields are mandatory:

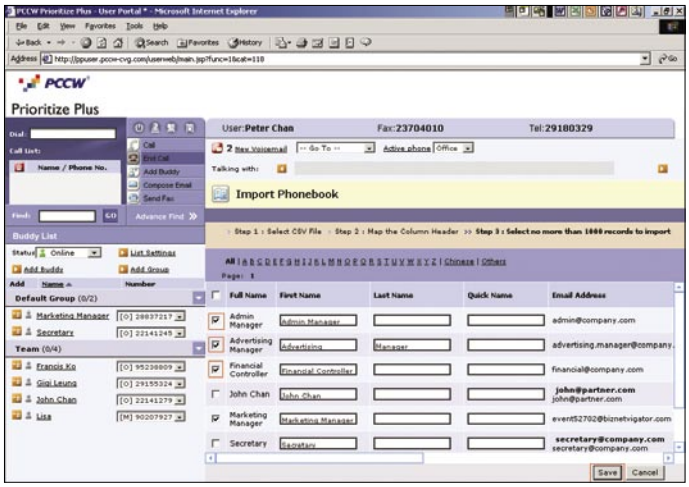
- First name and Last name (at least one)
- Phone numbers (at least one)



Step 3

Select Records to Import

Select which records to import or select all to import all entries. Then click **Save** to confirm the import into the database.



1. Getting Started

Add Buddy to Buddy List

The Buddy List enables you to see which of your working partners and colleagues are online. You can always see your buddies in your User Web. Hence, you will probably want to put on your Buddy List the people you call the most.

Your Buddy List can include up to 100 buddies from your Phonebook. You can create up to 5 groups in the list for organizing your buddies. A buddy can be listed in one of the group.

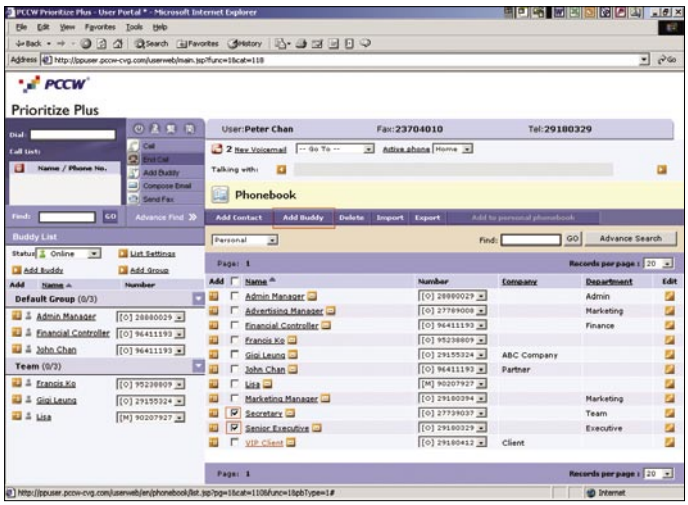
Simply follow **two steps** to add buddy to your Buddy List.

Step 1

Select Phonebooks from the - - Go to - - menu to go to your Phonebook.

Step 2

Select the Phonebook entries you want to add to your Buddy List. Then click **Add Buddy**.



Your buddy will receive a system request to authorize you to view his status. If your buddy rejects your request, you can still keep him on your list, but you cannot view his status.

Note:

- A buddy (one Phonebook entry) can be added to your Buddy List once and listed in one of the groups.
- You can add non-Prioritize Plus users to your Buddy List, but you cannot see their online status.

1.4 Set up Business NETVIGATOR

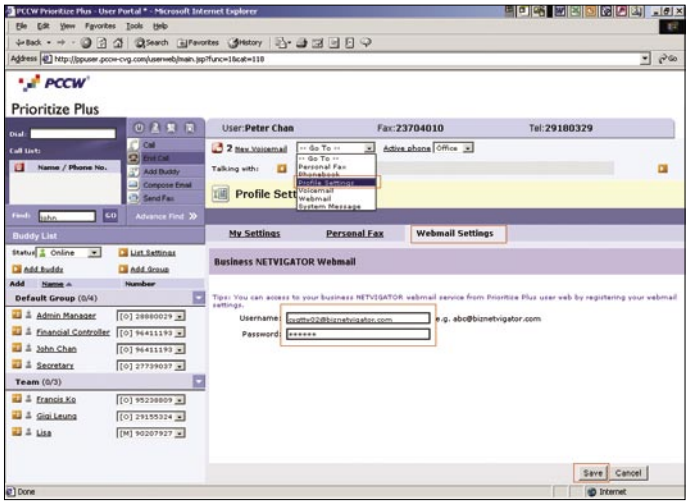
You can seamlessly access your Business NETVIGATOR webmail in the Prioritize Plus User Web. Simply follow **two steps** to set up.

Step 1

Select Profile Settings from the - - Go to - - menu. Then Click **Webmail Setting**.

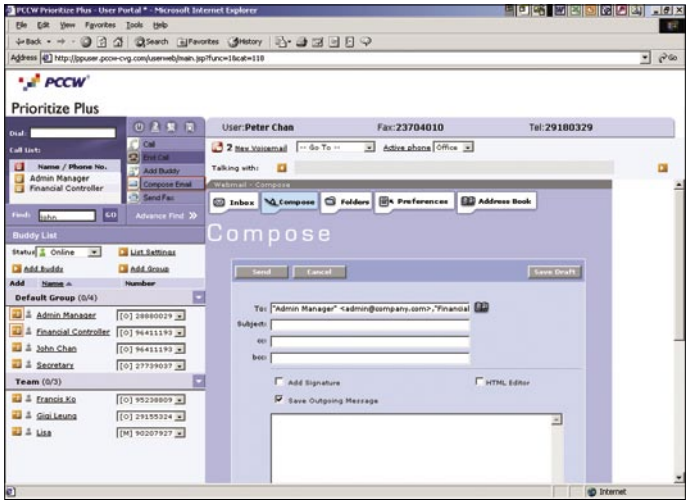
Step 2

Enter your Business NETVIGATOR email address and password. Then click **Save**.



1. Getting Started

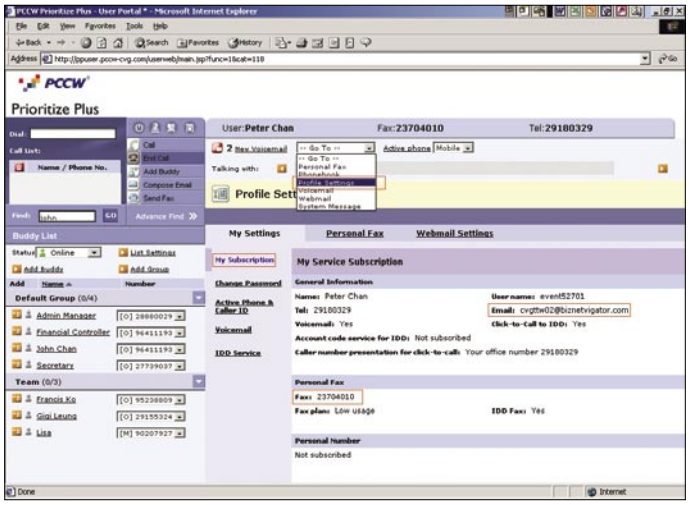
To access your Business NETVIGATOR webmail, simply select Webmail from the - - Go to - - menu. To compose a new email, simply click **Compose Email** in the Call List.



Note:

- You can add multiple entries to the **Call List** by clicking icon of the entries in Buddy List or Phonebook.

1.5 Set up faxmail



Prioritize Plus Personal Fax feature allows users to receive fax in the email inbox and send faxes through the User Web.

Each user of Prioritize Plus is assigned a Personal Fax number. Fax documents sent to your number will arrive in your email inbox – **even you are not logged into Prioritize Plus**.

Before you use your Personal Fax service, your Company Administrator will assign you a Personal Fax number and the associated Email Address. You can view your assigned service in **My Subscription** of **Profile Settings**.

Note:

- You can use any email service to receive your Personal Faxmail, such as Business NETVIGATOR mailbox or your company email server. Simply check if your email address is correct, i.e. you can receive and access email to this email address.

1.6 Set up voicemail

Prioritize Plus Voicemail is easier to handle than conventional voicemail. It quickly prioritizes voicemail messages. You may listen to them in any order.

Note:

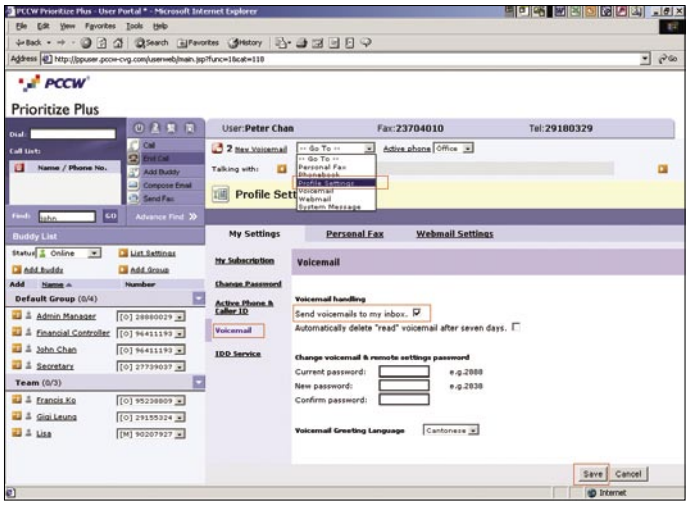
- Prioritize Plus Voicemail is not available to PABX users.

1. Getting Started

Simply follow **two steps** to set up your voicemail.

Step 1

Select Profile Settings from the - - Go to - - menu. Then Click Voicemail



Send voicemail to inbox – whenever your receive a voicemail, an additional copy will be sent to your email address. Then you can save into your local hard disk or even forward to others by email.

Change password – change your 4-digit PIN to access your voicemail system by *90 or remote access by **28883888** (Chinese) & **28883838** (English).

Click **Save** to save your settings.

Step 2

Access your voicemail system to set up your personal greeting:

- Dial *90 using your office phone or **2888 3888** (Chinese) & **2888 3838** (English) by any phone
  Enter your **4–digit PIN**
- Press 9 to **Change your mailbox settings**
- Press 1 to **Change your personal greeting**
- Press 1 to **Record your personal greeting**
- Press 1 to **Start Record** and then # to **Stop Record**
- Press 1 to **Save your greeting**

Note:

On special occasions (e.g. you are on vacation), you can record and use a temporary **Special Greeting**. Simply follow these steps:

- Dial *90 using your office phone or **2888 3888** (Chinese) & **2888 3838** (English) by any phone
- Enter your **4–digit PIN**
- Press 9 to **Change your mailbox settings**
- Press 1 to **Change your personal greeting**
- Press 2 to **Record and use special greeting**
- Press 1 to **Start Record** and then # to **Stop Record**
- Press 1 to **Save your greeting**

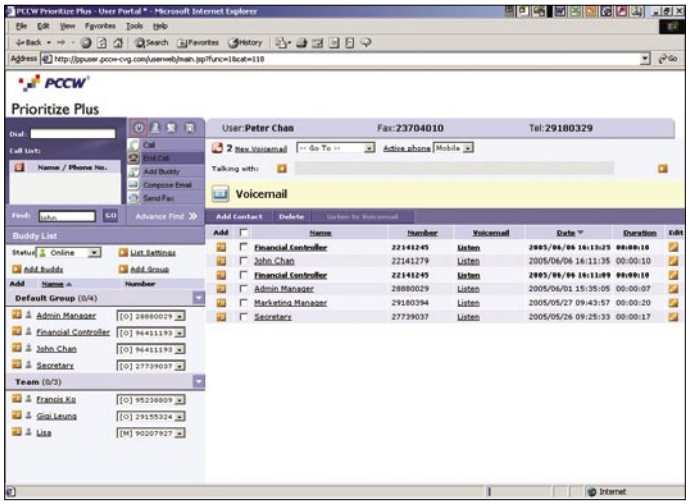
After you are return to your office, simply cancel the **Special Greeting**. Your original greeting will be in use again:

- Dial *90 using your office phone or **2888 3888** (Chinese) & **2888 3838** (English) by any phone
- Enter your **4-digit PIN**
- Press 9 to **Change your mailbox settings**
- Press 2 to **Delete your personal greeting**
- Press 2 to **Delete and cancel special greeting**

1. Getting Started

1.7 Logout User Web

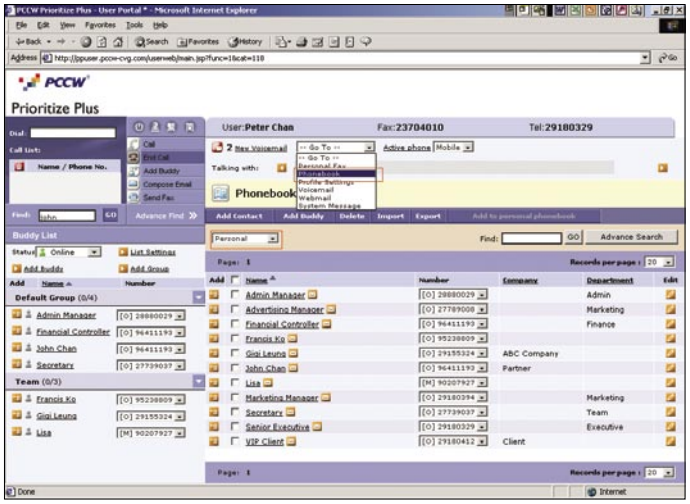
We recommend you to logout User Web and close the browser whenever your leave your office. Simply click **Logout**.



2. Phonebook

Prioritize Plus Phonebook is a full-featured database listing everyone of importance to you.

To access your phonebook, simply select Phonebooks from the - - Go to - - menu. Essentially, Prioritize Plus has two separate phonebooks.



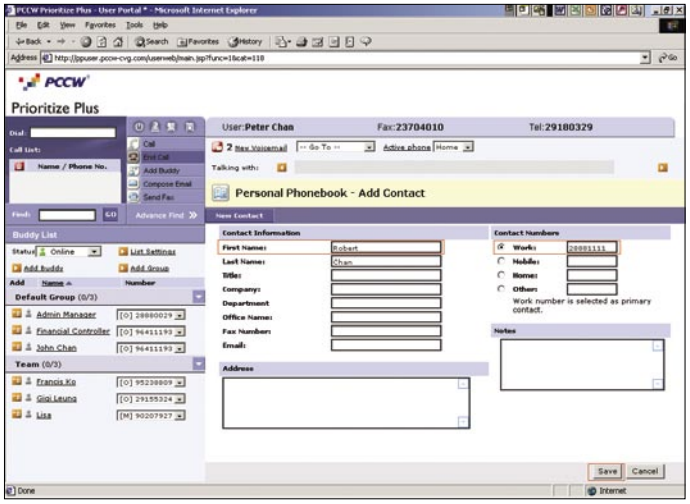
Personal Phonebook – List all your personal contact numbers. Only you can view and update the list anytime.

Corporate Phonebook – This centrally managed list of contacts is available to all Prioritize Plus users in your organization. The list can be updated by Company Administrator in Administrator Portal.

You can add entries to your Personal Phonebook one by one or import a list of entries from CSV file.

Add Contacts

Simply follows **two steps** to add one entry into your Personal Phonebook.



Step 1

Click Add Contact in the Phonebook to go to the **Personal Phonebook – Add Contact** page.

Step 2

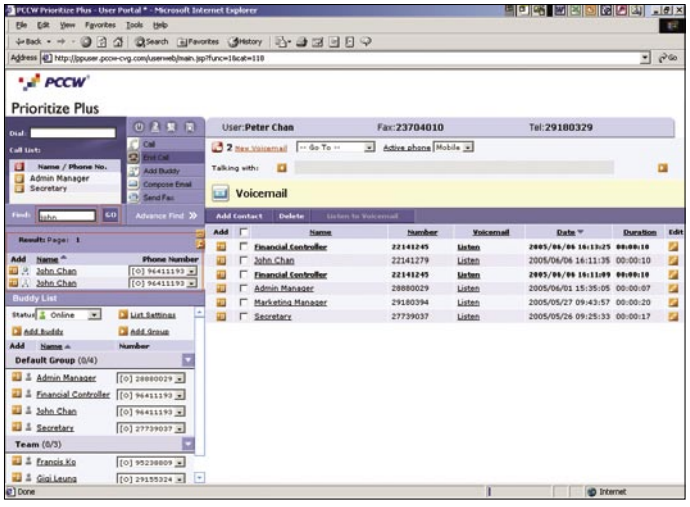
Input the contact information and click **Save**.

The following fields are mandatory:

- First name or Last name (at least one)
- Phone numbers (at least one)

Find Contact

Simply type a name or number to search the phonebook.



Step 1

Type any part of the name you want to find in the **Find** box. Then press **Enter**.

Step 2

The searched entries are listed below. Click ⊠ to close the window.

2. Phonebook

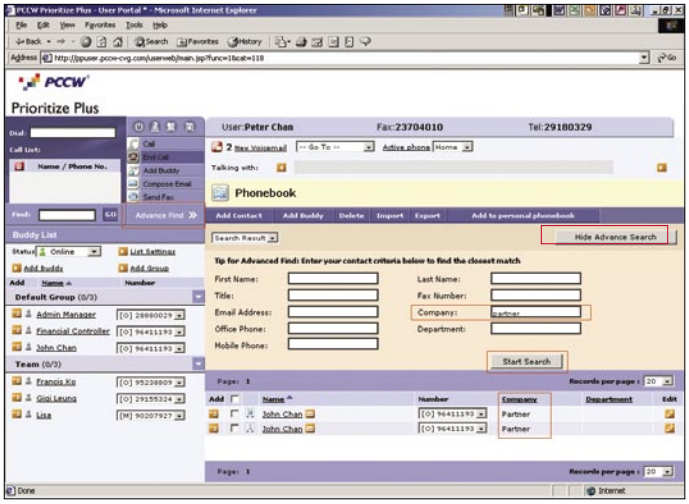
Advanced Find

Prioritize Plus allows you to search your phonebook by multiple criteria. Simply follows the **three steps**.

Step 1
Click **Advanced Find**.

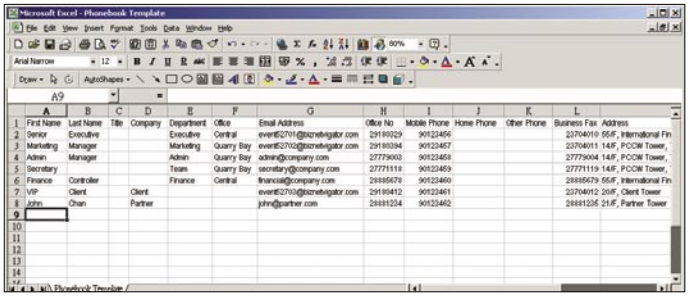
Step 2
Enter your multiple criteria into the boxes. Click **Start Search** to start the searching.

Step 3
The searched entries are listed below. Click **Hide Advanced Search** to hide the search screen.

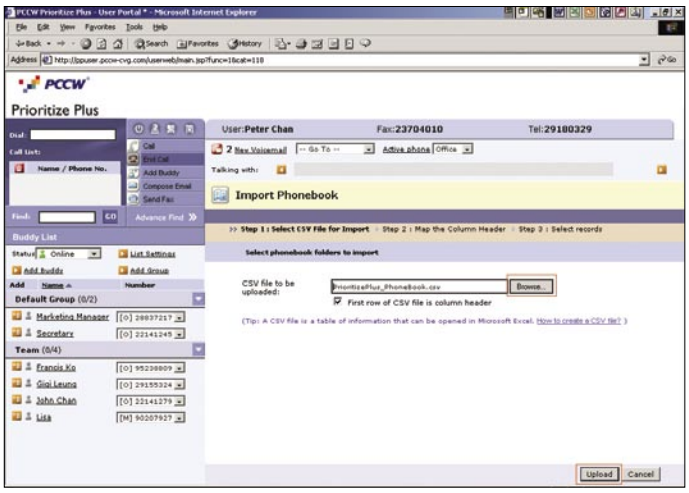


2.1 Import Personal Phonebook

You can import a CSV file from local hard disk into your Personal Phonebook. Below is a sample template of the CSV file.

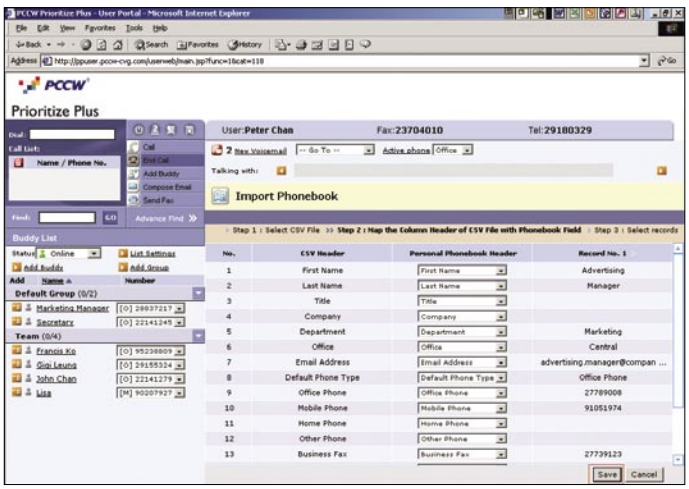


Step 1
Select CSV file for import
Click **Import** in the Phonebook. Then click **Browse** to choose the **.csv** file in your local hard disk for uploading. Then click **Upload**.



Note:
Tick ☑ **First row of CSV file is column header** box

Step 2
Map the Column Header with Phonebook field
Map the Column Header of CSV File with Phonebook field. Then click **Save** to continue.
The following phonebook fields are mandatory:
- First name and Last name (at least one)
- Phone numbers (at least one)

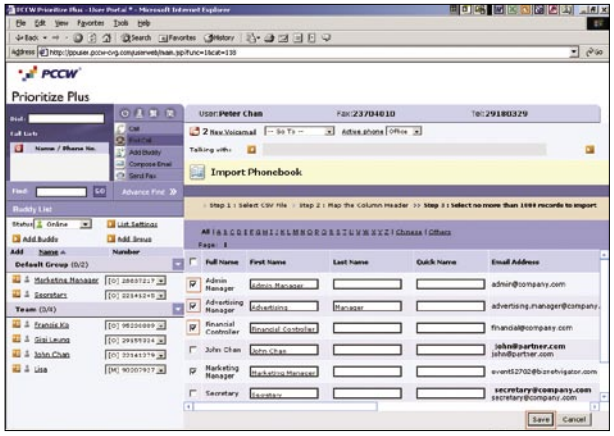


2. Phonebook

Step 3

Select Records to Import

Select which records to import or select all to import all entries. Then click **Save** to confirm the import into the database.

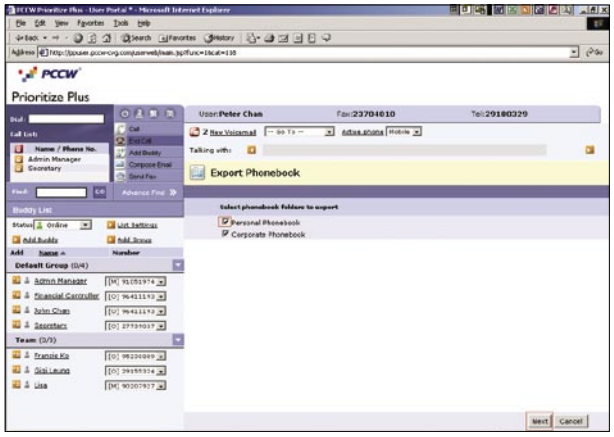


2.2 Export Phonebook

You can choose to export your Corporate or Personal Phonebook entries to your local hard disk as a CSV file. Simply follow **three steps**.

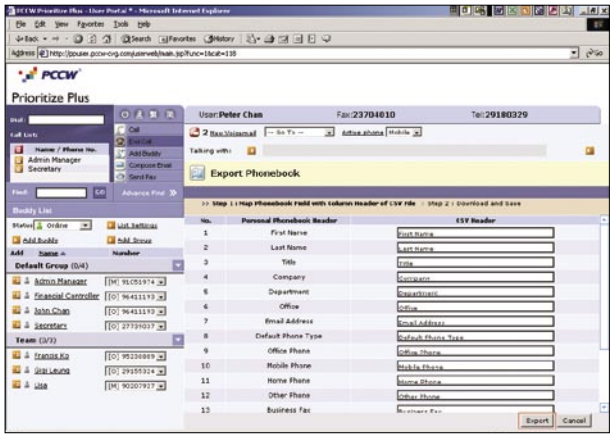
Step 1

Select phonebook folders to export. Click **Next**



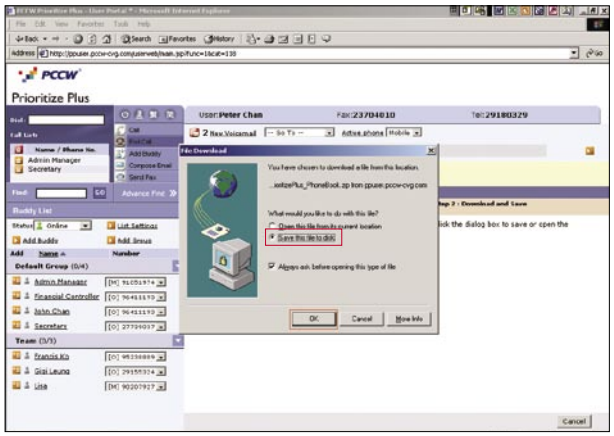
Step 2

Map the Phonebook field with your preferred column headers for the CSV file. Click **Export**



Step 3

Wait for a few seconds for the system to make your CSV file. After the File Download page appears, click **Save this file to disk** to save the file to your local hard disk.

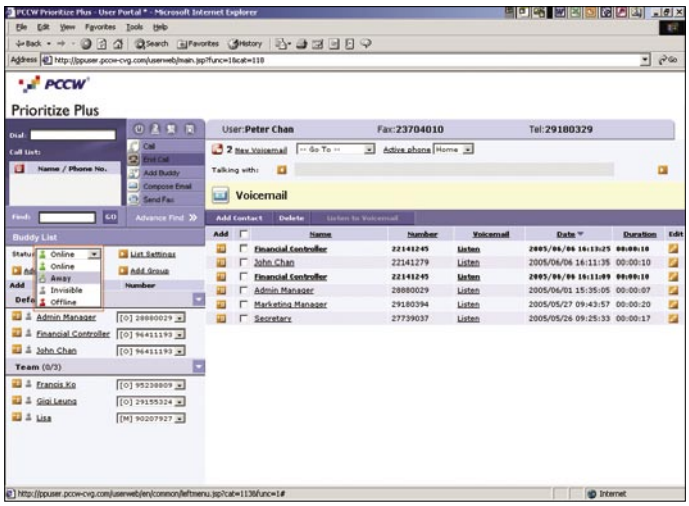


3. Buddy List

The Buddy List enables you to see which of your working partners and colleagues are online. You can always see your buddies in your User Web. Hence, you will probably want to put on your Buddy List the people you call the most.

Your Buddy List can include up to 100 buddies from your Phonebook. You can create up to 5 groups in the list for organizing your buddies. A buddy can be listed in one of the group.

3.1 Your Status



The Status box shows what appears to your online buddies. Four possible settings are available:

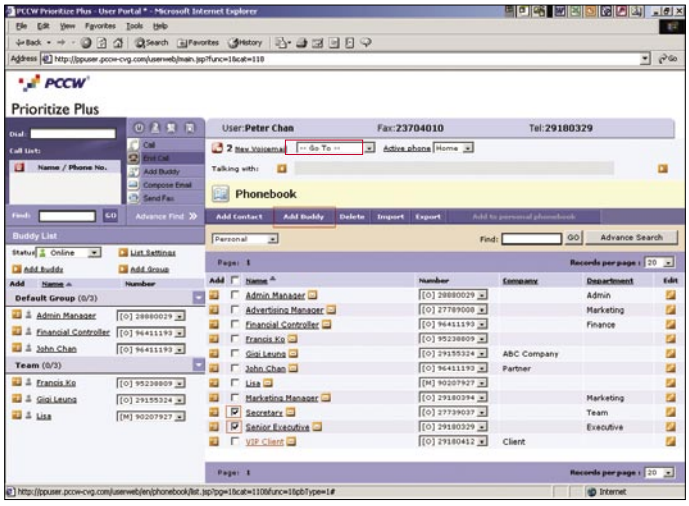
Online – You are logged into Prioritize Plus and are at your PC.
Away – You are logged into Prioritize Plus but are not at your PC.
Invisible – You are logged into Prioritize Plus but appear offline to your buddies.
Offline – You are not logged into Prioritize Plus.

3.2 Buddy List Settings

You can create different groups of buddies. For example, one group may consist of all your working partners. Another may consist of your customers.

Add Buddy

Simply follow **two steps** to add buddy to your Buddy List.



Step 1
Select - - Go to - - from the Phonebooks menu to go to your Phonebook.

Step 2
Select the Phonebook entries you want to add to your Buddy List. Then click **Add Buddy**.

3. Buddy List

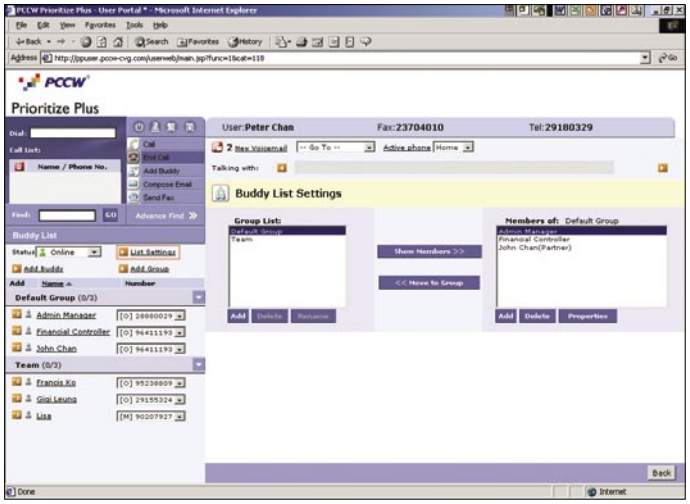
Your buddy will receive a system request to authorize you to view his status. If your buddy rejects your request, you can still keep him on your list, but you cannot view his status.

Note:

- A buddy (one Phonebook entry) can be added to your Buddy List once and listed in one of the groups.
- You can add non-Prioritize Plus users to your Buddy List, but you cannot see their online status.

Buddy List Settings

You can customize your Buddy List easily. Simply click **List Settings** in the Buddy List.



Add Group – You can create a new group. Enter the name of the new group.

Rename Group – Rename the highlighted group.

Delete Group – Delete the highlighted group.

Show Members – Show the buddy members in the highlighted group.

Move to Group – Move the highlight buddies to the highlighted group.

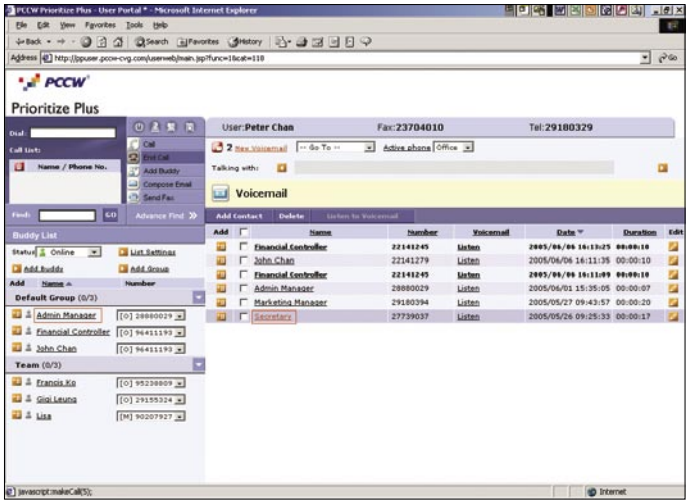
4. Manage Calls in User Portal

4.1 Make Call

You can make call directly in User Web by the following **two ways**.

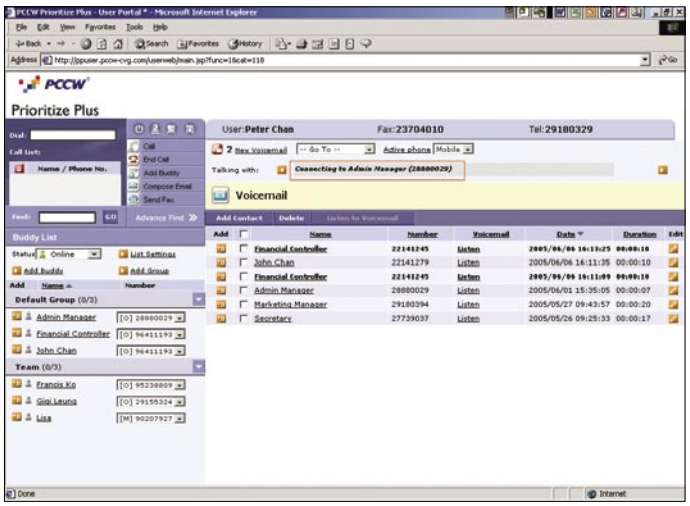
Click-to-Call from Buddy List, Phonebook or Voicemail

Step 1
Simply click on the **hyper-linked** name in Buddy List, Phonebook or Voicemail.



Step 2
Your phone will ring. Pick up your handset and you will be connected to the number.

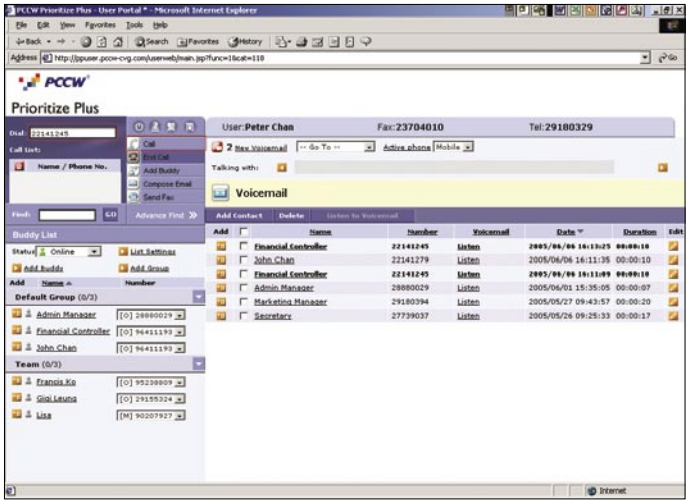
Step 3
You can view the talking status. To end the call, simply put back your handset.



Click-to-Call from Call List

Alternatively, you can make call by entering the phone number into the Call List.

Step 1
Enter the number in the **Dial** box.



4. Manage Calls in User Portal

Step 2

Click **Call**. Your phone will ring. Pick up your handset and you will be connected to the number.

Note:

- During click-to-call, if you find that your phone does not ring, you can cancel the call by clicking **End Call**. Please check if your phone is already off-hook or has activated call forward or hunting features.

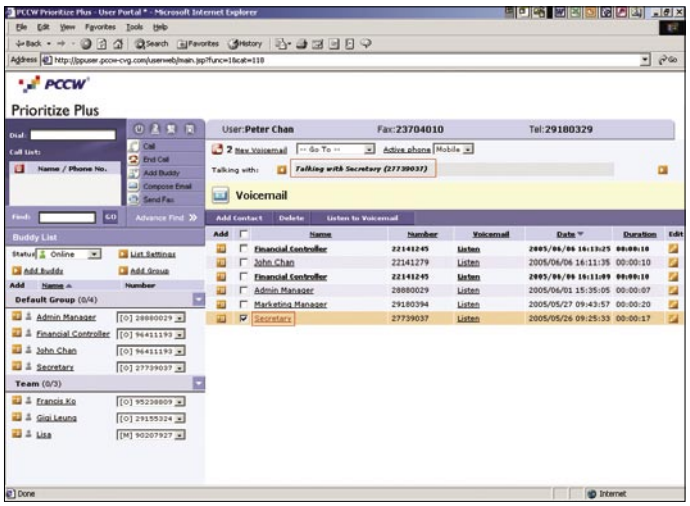
4.2 Make a Conference call

Prioritize Plus provides powerful teleconferencing features. You can have three callers in a conference call. You can start a conference call by **two ways**.

Invite callers one by one

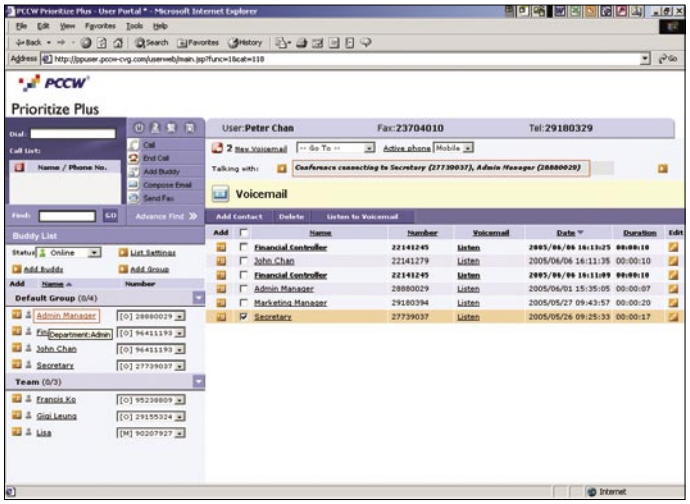
Step 1

Click-to-call the first caller from Buddy List, Phonebook, Voicemail (simply click on the name) or Click-to-call from Call List (type the number in the **Dial** box, and click **Call**).



Step 2

When you start talking with the first caller. Click-to-call the second caller from Buddy List, Phonebook, Voicemail or Call List.



4. Manage Calls in User Portal

Step 3

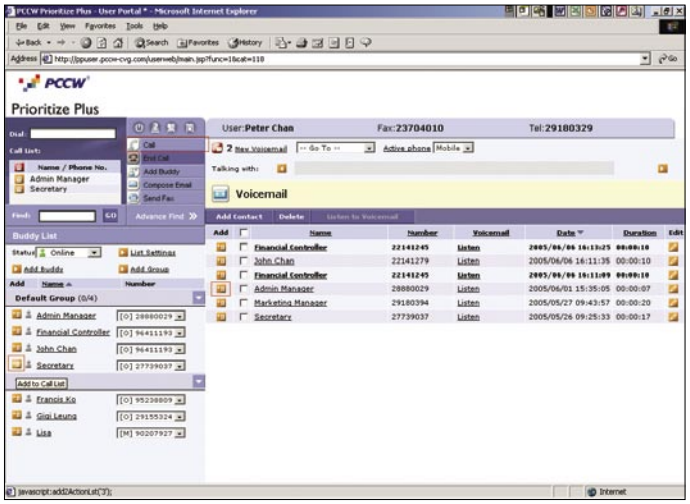
You can view the talking status. To end the conference call, simply put back your handset.

Invite two callers simultaneously

Alternatively, you can start a conference by inviting two callers simultaneously.

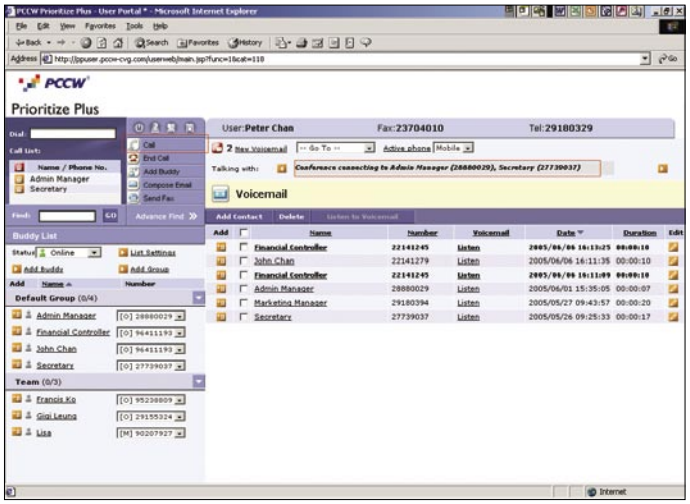
Step 1

Add **two entries** into the **Call List** by clicking icon of the entries in Buddy List, Phonebook or Voicemail. You can also type the phone number in the **Dial** box and press Enter to add to the Call List.



Step 2

Click **Call** to start the conference call. Your phone will ring. Pick up your handset and you will be connected to the numbers immediately.



Note:

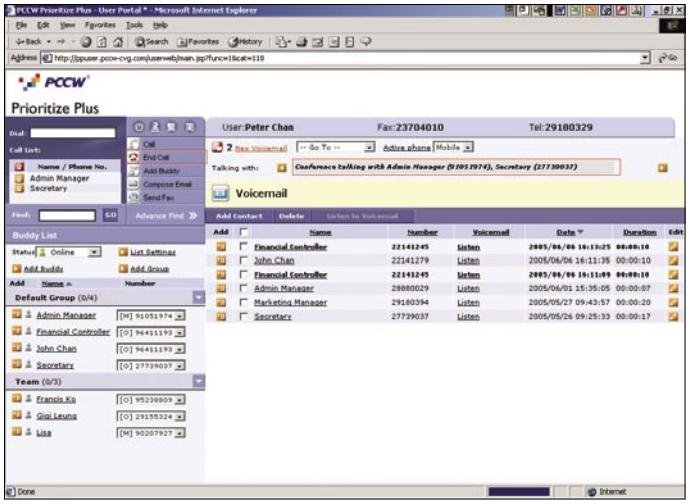
- During click-to-call, if you find that your phone does not ring, you can cancel the call by clicking **End Call**. Please check if your phone is already off-hook or has activated call forwarding or hunting features.

4.3 End Call

To end a call completely, simply put back your handset.

Alternatively, you can click **End Call** to end one party of a conference call:

- **One party is talking and another is connecting:** Stop calling the connecting party
- **Both parties are talking:** End call with the second party (or the second caller in the Call List)

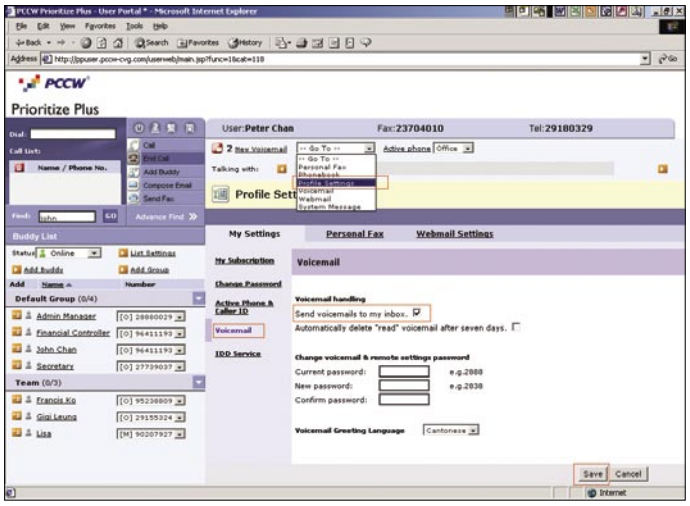


5. Manage Voicemail

Prioritize Plus Voicemail is easier to handle than conventional voicemail. It quickly prioritizes voicemail messages. You may listen to them in any order.

Note:
- Prioritize Plus Voicemail is not available to PABX users.

5.1 Voicemail Setting



Simply follow **two steps** to set up your voicemail.

Step 1
Select Profile Settings from the - - Go to - - menu. Then Click Voicemail

Send voicemail to inbox – whenever your receive a voicemail, an additional copy will be sent to your email address. Then you can save into your local hard disk permanently or even forward to others by email.

Automatically delete "read" after seven days – delete "read" voicemails in your voicemail system after seven days. This will not delete the copy sent to your email inbox.

Change password – change your **4-digit PIN** to access your voicemail system by [*][9][0] or remote access by **28883888** (Chinese) & **28883838** (English).

Voicemail Greeting Language – change the language of your voicemail system.

Click **Save** to save your settings.

Step 2
Access your voicemail system to set up your personal greeting:
- Dial [*][9][0] using your office phone or **28883 888** (Chinese) & **2888 3838** (English) by any phone
- Enter your **4-digit PIN**
- Press [9] to **Change your mailbox settings**
- Press [1] to **Change your personal greeting**
- Press [1] to **Record your personal greeting**
- Press [1] to **Start Record** and then [#] to **Stop Record**
- Press [1] to **Save your greeting**

5. Manage Voicemail

Note:
On special occasions (e.g. you are on vacation), you can record and use a temporary **Special Greeting**. Simply follow these steps:

- Dial [*][9][0] using your office phone or **2888 3888** (Chinese) & **2888 3838** (English) by any phone
- Enter your **4-digit PIN**
- Press [9] to **Change your mailbox settings**
- Press [1] to **Change your personal greeting**
- Press [2] to **Record and use special greeting**
- Press [1] to **Start Record** and then [#] to **Stop Record**
- Press [1] to **Save your greeting**

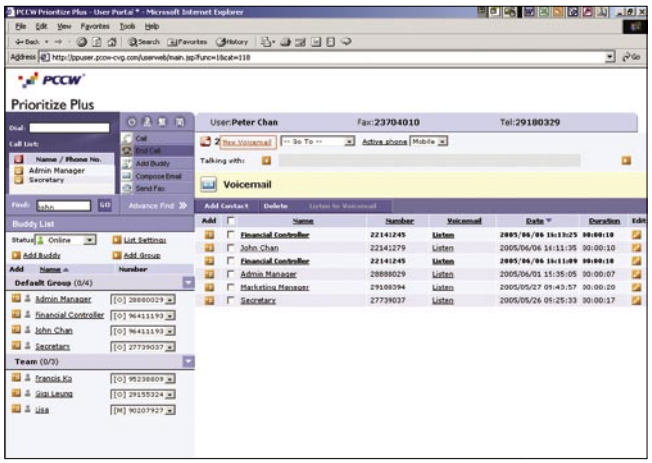
After you are return to your office, simply cancel the **Special Greeting**. Your original greeting will be in use again:

- Dial [*][9][0] using your office phone or **2888 3888** (Chinese) & **2888 3838** (English) by any phone
- Enter your **4-digit PIN**
- Press [9] to **Change your mailbox settings**
- Press [2] to **Delete your personal greeting**
- Press [2] to **Delete and cancel special greeting**

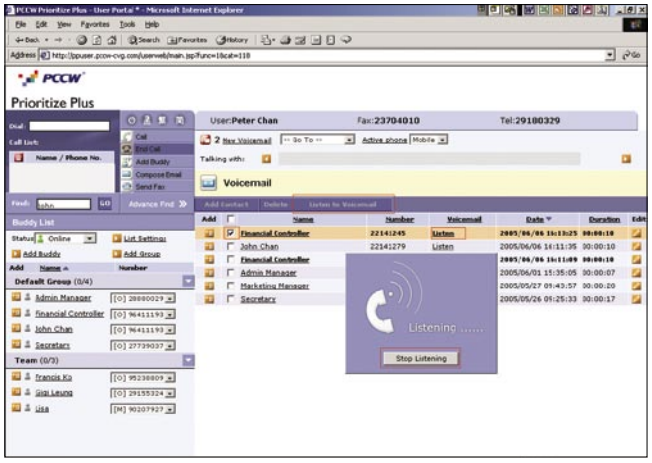
5.2 Click to Listen to Voicemails

To view and click-to-listen to your voicemails, simply follow **three steps** :

Step 1
Click on **New Voicemail** hyperlink to go to the Voicemail page. You can see who leaves you voicemails, as well as the time and the duration of the voicemails.



Step 2
Select the entries then click **Listen to Voicemail**. Or simply click on the **Listen** hyperlink to listen to that voicemail only.



Step 3
Your phone will ring. Pick up your handset and you will hear your selected messages.

5. Manage Voicemail

To stop listening to the current message, simply click **Stop Listening**. Furthermore, you can then select other messages and play again.

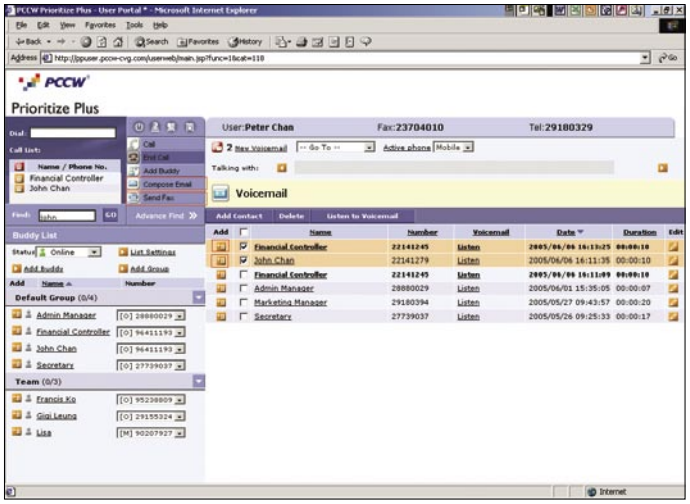
5.2.1 Other Useful Functions in Voicemail

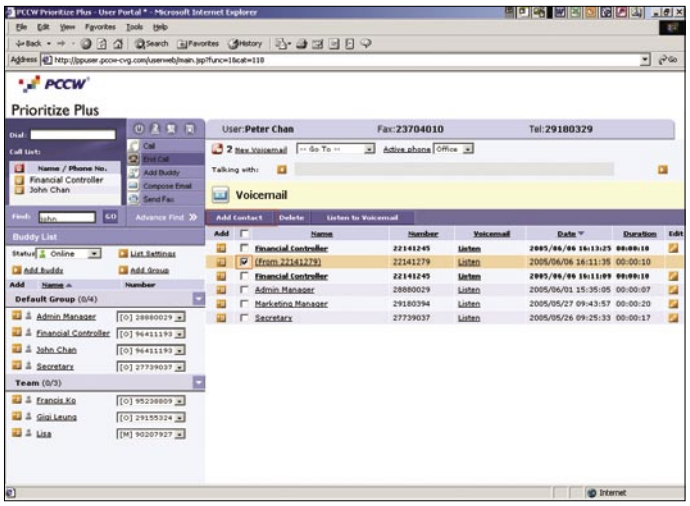
Other useful functions are available in Voicemail

Reply Call – Simply click on the **hyper-linked** name to make a call to the caller

Send Fax or Company Email – Add entries into the **Call List** by clicking icon. Then click **Send Fax** or **Compose Email**.

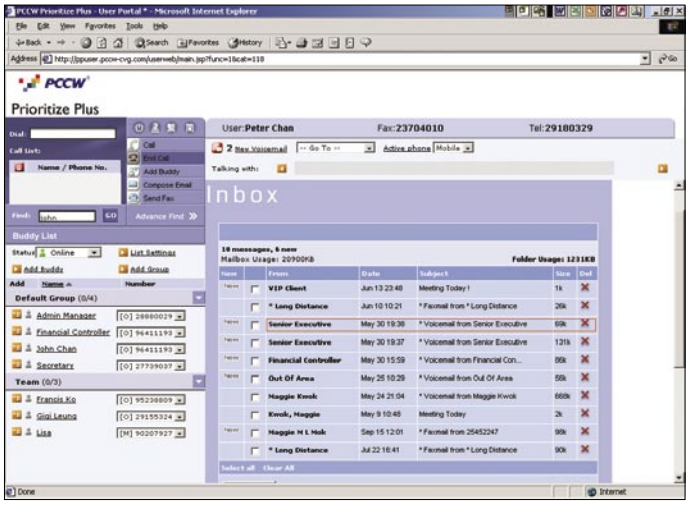
Add Contact – Select the entries and click Add Contact to add contact to your Personal Phonebook.





5.3 Check voicemails in email inbox

If you have set up **Send voicemail to inbox** in Voicemail Settings, whenever your receive a voicemail, an additional copy will be sent to your email address. Then you can save into your local hard disk permanently or even forward to others by email.



5. Manage Voicemail

5.4 Check voicemails by phone

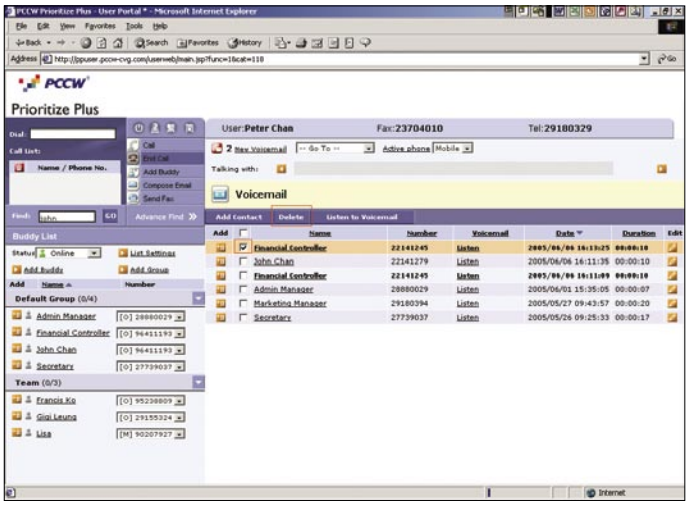
You can also check your voicemail messages without logging into User Web.

Call the Voicemail System by dialing [*][9][0] by your office phone; or you can call from any phone at **28883888** (for Chinese) & **28883838** (for English).

- Enter your **4-digit PIN**
- You will hear **You have X new messages and Y saved messages**
- Press [1] to **To listen to new message**
    - o Messages are played in chronological order. After hearing a message,
        - – Press [1] to play the message again
        - – Press [2] to play the next message
        - – Press [3] to delete the message
        - – Press [9] to return to the Main Menu
- Or, Press [3] to **Change your mailbox setting**
    - o Press [1] to record your personal greeting
    - o Press [2] to delete your personal greeting
    - o Press [3] to change your password
    - o Press [4] to change your mailbox language
    - o Press [5] to change date/time stamp function
    - o Press [9] to return to main menu

5.5 Delete voicemails

You can housekeep and delete voicemails in your mailbox by **two ways**.



- Select the entries and click **Delete** to delete the voicemail.

- Call the Voicemail System by dialing [*][9][0] by your office phone or you can call from any phone at **2888 3888** (for Chinese) & **2888 3838** (for English). Then listen and delete your voicemail one by one.

Note:

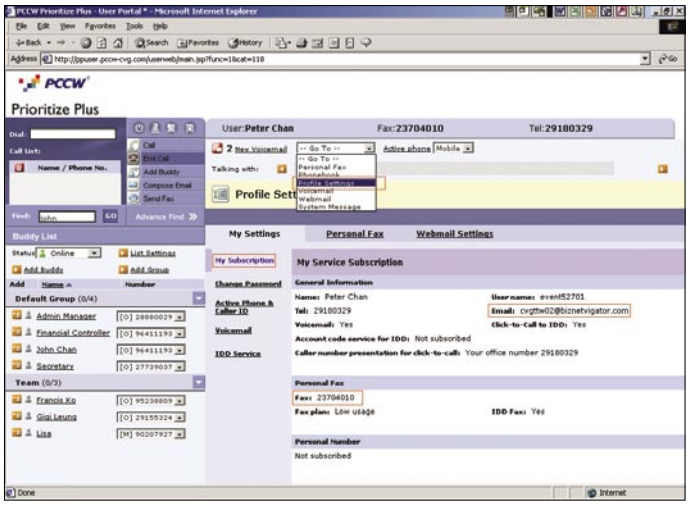
- Deleting voicemails in your Voicemail System will not delete the copy sent to your email inbox.

6. Personal Fax

Prioritize Plus Personal Fax feature allows users to receive fax in the email inbox and send faxes through the User Web.

Each user of Prioritize Plus is assigned a Personal Fax number. Fax documents sent to your number will arrive in your email inbox – **even you are not logged into Prioritize Plus**.

6.1 Set up faxmail

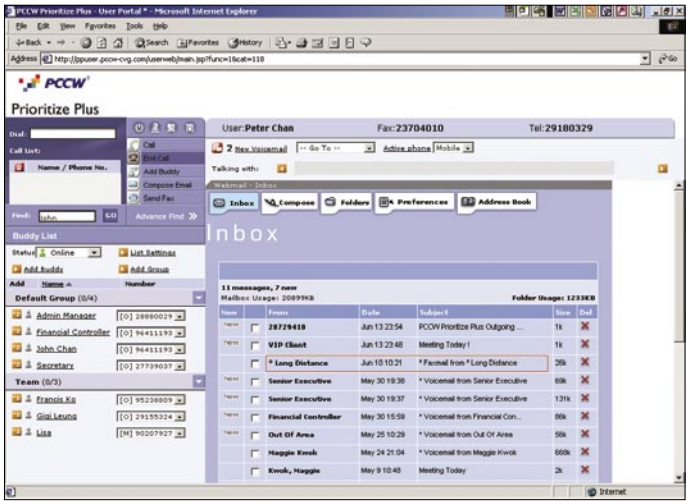


Before you use your Personal Fax service, your Company Administrator will assign you a Personal Fax number and the associated Email Address. You can view your assigned service in **My Subscription** of **Profile Settings**.

Note:

- You can use any email service to receive your Personal Faxmail, such as Business NETVIGATOR mailbox or your company email server. Simply check if your email address is correct, i.e. you can receive and access email to this email address.

6.2 Receive a fax



Faxes sent to your personal fax number are digitized in TIF format and sent to your e-mail address as an attachment. Open the attachment using any image viewer software to view or print a fax.

Troubleshooting

Under some circumstances that you may fail to receive a fax that was sent to your Personal Fax number.

Too many pages

If the number of pages of incoming fax to your Personal Fax Number exceeds the limit (20 pages for Low & High volume plan, 50 pages for Superior plan), the fax server will stop this fax transmission. The send fax machine will know that only 20 or 50 pages are successfully sent. You will still receive an incoming faxmail attaching 20 or 50 received pages with a warning message **The fax exceeds the page limit per incoming fax - 20 pages**.

6. Personal Fax

Line Busy

As with a real fax machine, your Personal Fax number can only receive one fax at a time. The calling fax machine will receive the **busy** tone and need to retry later.

Note:

- Upgrade to Superior Plan! Personal Fax number with Superior Plan can receive three simultaneous incoming fax calls.

Email account cannot receive email

If the fax was sent successfully but you do not receive an email, you may try to send an ordinary email to yourself to check if your email account is working properly.

Incorrect personal fax number and email address settings

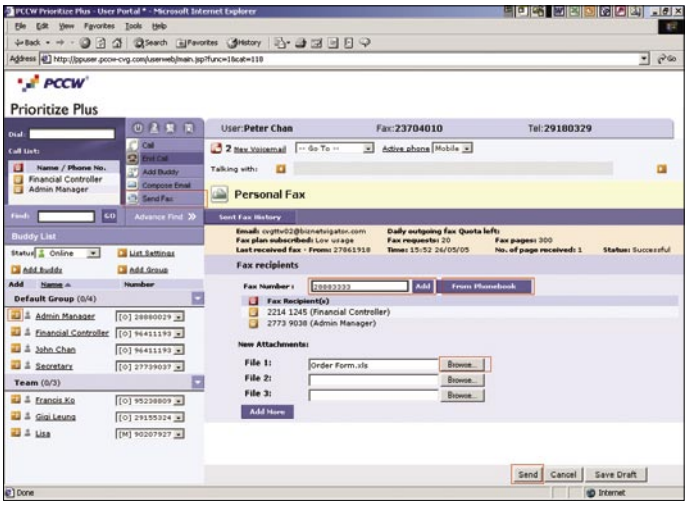
You may check in your Profile Settings to verify that the email address for receiving Personal Fax is correct. If not, please approach your Company Administrator to change the setting.

6.3 Send a fax

With Prioritize Plus you can easily send documents as faxes anywhere anytime. Simple follow **three steps**:

Step 1

Add any fax recipient into the **Call List** by clicking icon of the entries in Buddy List, Phonebook or Voicemail. You can also type the fax number in the **Dial** box and press Enter to add to the Call List.



Click **Send Fax** to go to the Send Fax page.

Step 2

Add more fax numbers by typing in **Fax Number** input box and press Enter. Or select additional entries **From Phonebook**

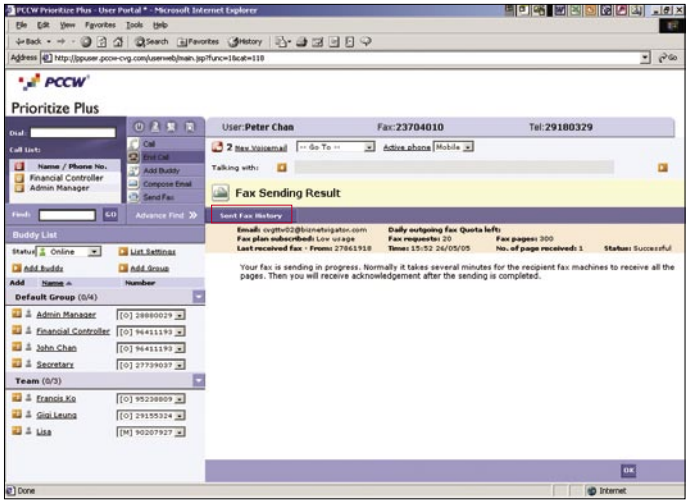
6. Personal Fax

Step 3

Click **Browse** to search your file directories for the document to fax. Supported document formats include Microsoft® Office documents, Acrobat PDF documents and image files (e.g. "tif" and "jpg").

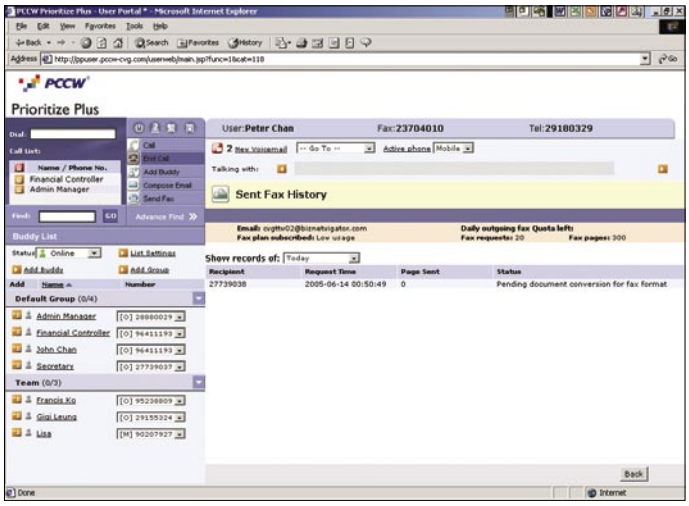
Click **Send** to start sending.

You will see the page **Your fax is sending in progress**.


PCCW
Prioritize Plus
User:Peter Chan
Fax:23704010
Tel:29180329
Fax Sending Result
Your fax is sending in progress. Normally it takes several minutes for the recipient fax machines to receive all the pages. Then you will receive acknowledgement after the sending is completed.

To check the status of the outgoing fax, simply click **Sent Fax History**. You can view the sent fax history for the recent three days.

Furthermore, after the fax has been transmitted, you should receive an acknowledgement email from Prioritize Plus. Your daily fax quota is updated.



Troubleshooting

Under some circumstances that your outgoing fax may be not be completed successfully. You can view the reason for failure in the acknowledgement email or in Sent Fax History page. Common error is:

Destination is busy / no answer

If the destination fax line is busy / not answered, Prioritize Plus will retry two more times to reach the destination.

Transmission incomplete

The destination fax machine is out of paper such that the whole fax document is not completely sent.

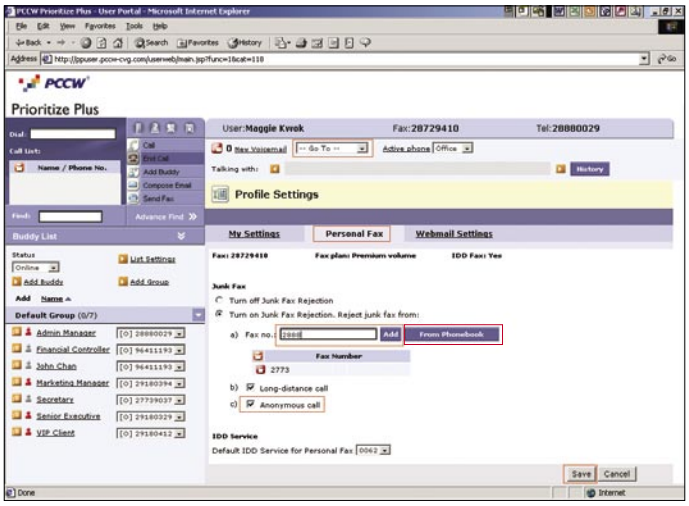
6. Personal Fax

6.4 Reject junk fax

If you are using Personal Fax with Superior Volume Plan, you can enjoy this powerful feature to help you to filter incoming junk faxes!

To set up junk fax rejection, simply follow **four steps**:

Step 1
Select Profile Settings from the - - Go to - - menu. Then Click Personal Fax



Step 2
Input fax number in the text box then press **Enter**. Or click **From Phonebook** to select from your phonebook.

Note:

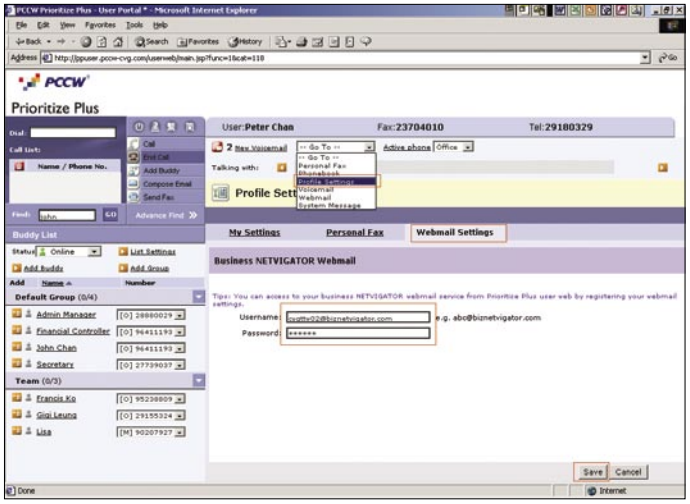
- You can enter just the first few digits of the fax number to reject fax from the whole number range. For example, input 2777 then press **Enter**; fax call from any fax number starting with 2777 (e.g. 27771234) will be rejected.
- You can enter at most 10 entries into the list.

Step 3
Select **Long-distance call** and/or **Anonymous call** if required.

Step 4
Click **Save**

7. View Messages in Single Interface

7.1 Set up Business NETVIGATOR webmail



You can seamlessly access your **Business NETVIGATOR** webmail in the Prioritize Plus User Web. Simply follow **two steps** to set up.

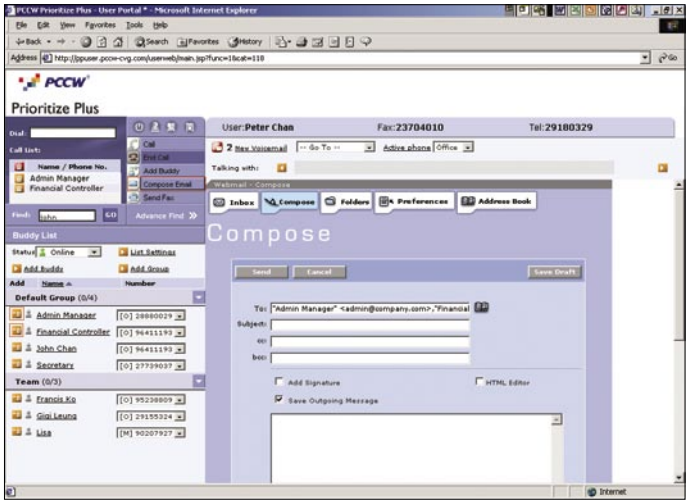
Step 1

Select [Profile Settings] from the [- - Go to - -] menu. Then Click **Webmail Settings**.

Step 2

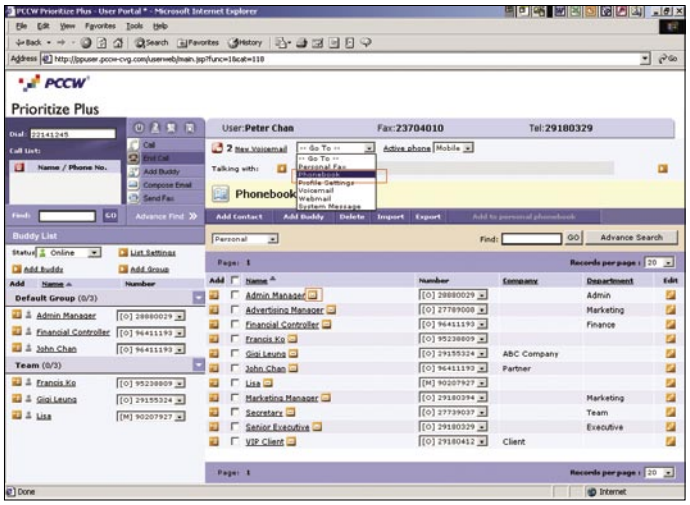
Enter your Business NETVIGATOR email address and password. Then click **Save**

7.2 Access webmail in User Web



Access your inbox – To access your Business NETVIGATOR webmail inbox, simply select [Webmail] from the [- - Go to - -] menu.

Compose new email – To compose a new email, simply click **Compose Email** in the Call List. You can add multiple entries to the **Call List** first by clicking icon of the entries in Buddy List, Phonebook or Voicemail.



Compose Email to a Phonebook Entry – To compose email to a phonebook entry, simply click on the icon.

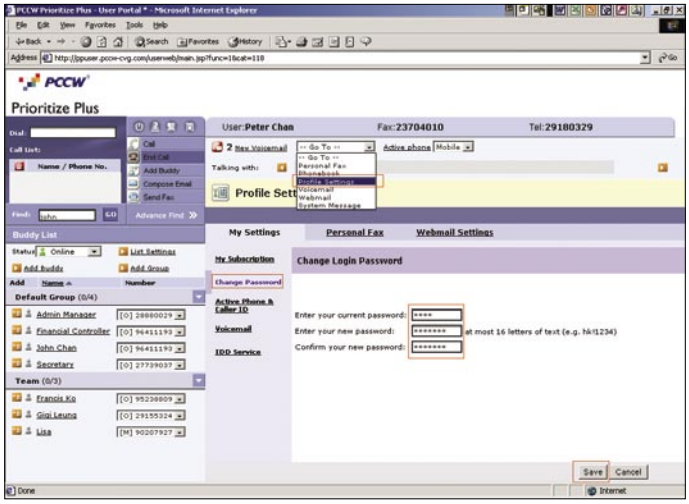
8. Customize Prioritize Plus

8.1 Change password

Each Prioritize Plus user has a unique user name and password. You are recommended to change your password periodically and at your first time login.

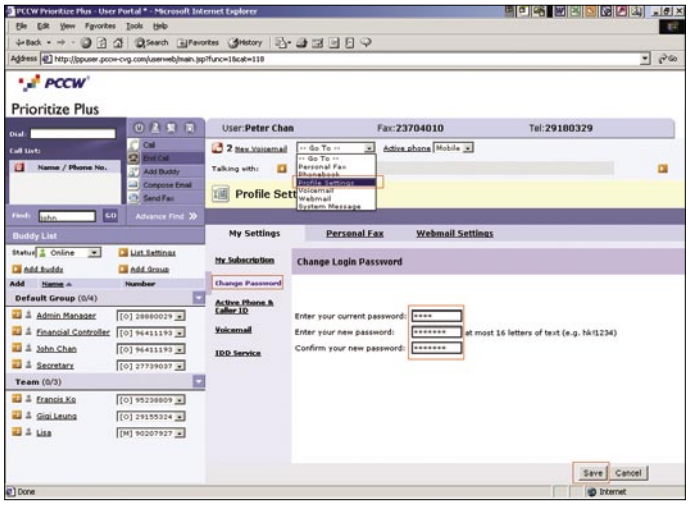
Simply follow these **three steps** to change your password:

Step 1
Select Profile Settings from the - - Go to - - menu.



Step 2
Click **Change Password**

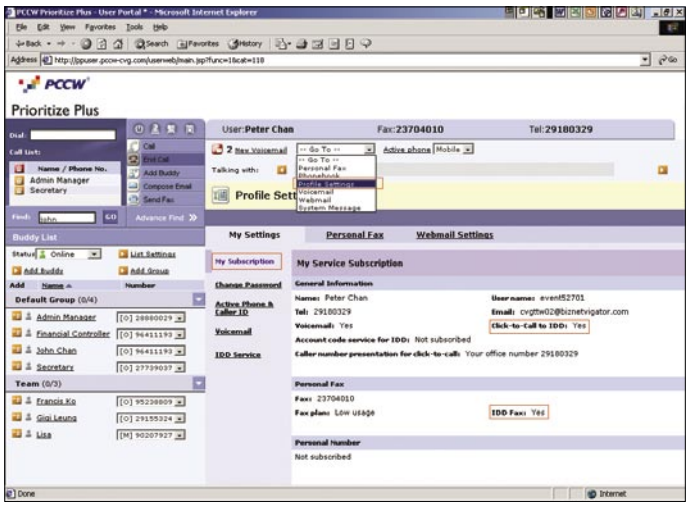
Step 3
Enter your old password, then enter your new password twice. Password should be at most 16 letters of alphanumeric. Then click **Save**.



8.2 IDD Services

IDD Services is optionally subscribed for each Prioritize Plus user. You can view your subscribed IDD services in **My Subscription** of **Profile Settings**.

- **Click-to-call IDD:** Allow you to make IDD call in User Web by simple click to call
- **IDD Fax:** Allow you to send fax to IDD numbers in User Web

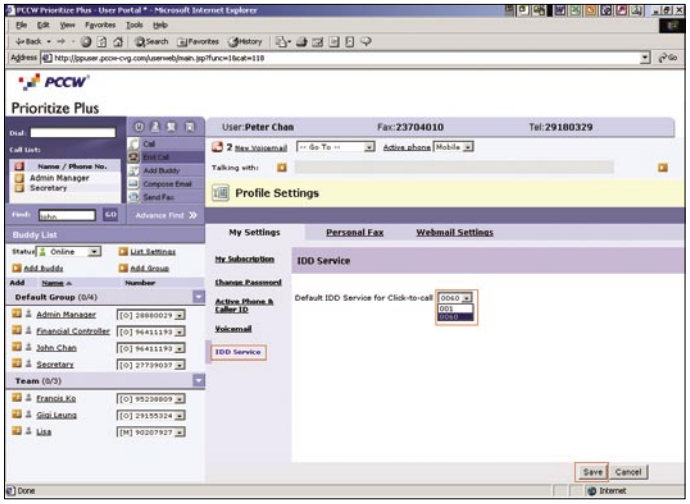


Note:

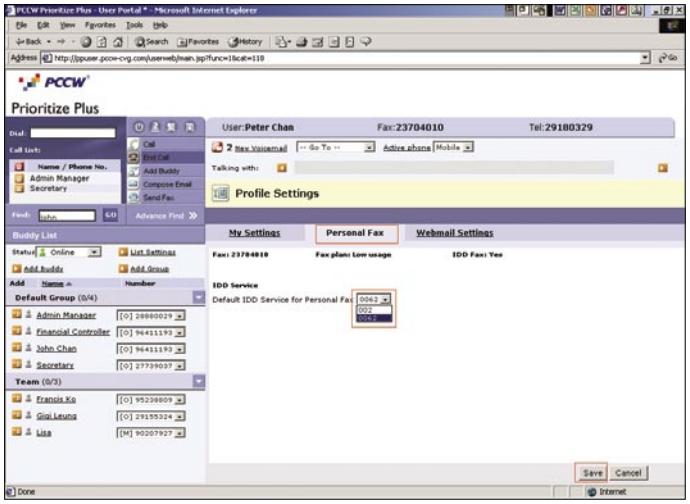
- To make call or save an overseas number into your phonebook, simple add a **"+"** prefix then follows with the country code, area code and directory number e.g. +86 206777 2222

8. Customize Prioritize Plus

To change your Default IDD Service for Click-to-call – Go to **IDD Service** in **My Settings** of Profile Settings. Then select your default IDD service and click **Save**.



To change your Default IDD Service for Personal Fax – Go to **Personal Fax** in **Profile Settings**. Then select your default IDD service and click **Save**.



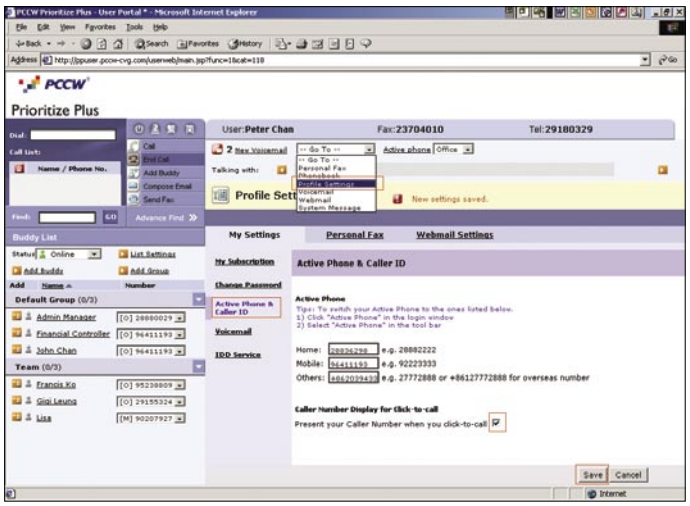
8.3 Display caller number

If your office phone line allows caller number presentation on outgoing calls, you can decide whether you want to present your caller number on outgoing click-to-call.

Simply follow **two steps**:

Step 1

Go to **My Settings** of **Profile Settings**. Then click **Active Phone & Caller ID**.



Step 2

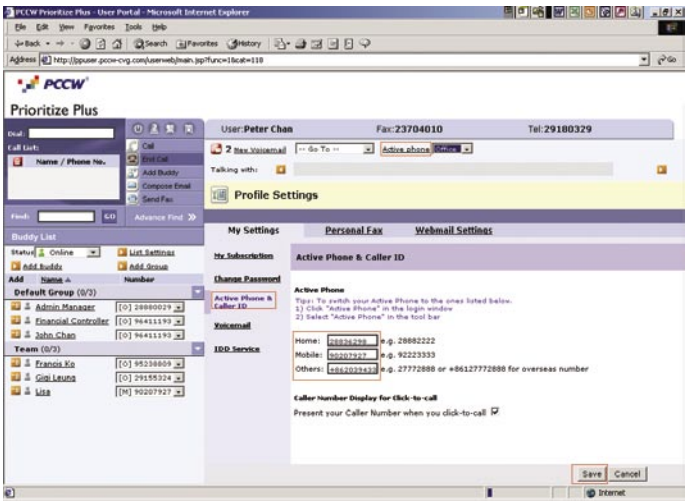
Uncheck this box if you wish to conceal your Caller ID on outgoing click-to-call. Then click **Save**.

9. Remote Access Using Active Phone

Prioritize Plus provides you superior convenience during out-of-office. You can access this service by any PC connecting to internet - you can handle your fax, voicemail, email message and phonebook contacts anywhere anytime. Furthermore, any phone could become your office phone.

You can change your active phone to any phone number. Then you can click-to-call, click-to-conference and click-to-listen-to-voicemail using this active phone.

9.1 Programme your active phone



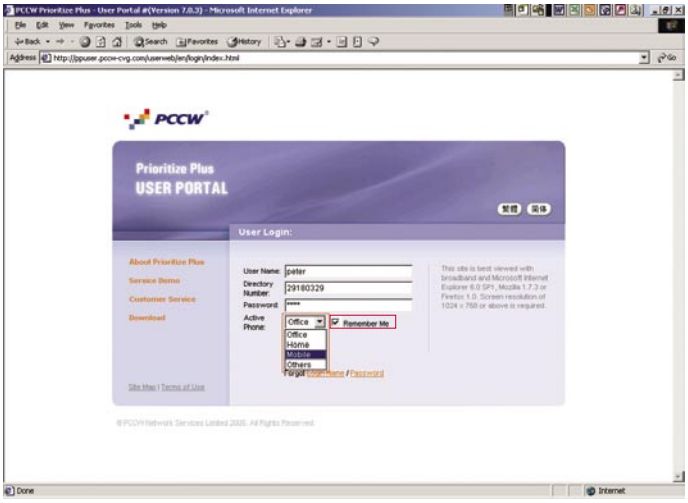
To specify the numbers of your various Active Phone options, follow the **two steps**:

Step 1
Click **Active Phone** hyperlink.

Step 2
Input the phone number for each Active Phone. Then click **Save** . Examples of valid phone numbers are:

- **Home :** Full directory number e.g. 2888 1234
- **Mobile :** Full mobile number e.g. 9345 6789
- **Others :** Full directory number e.g. 2888 1234 for local number; **"+"** plus country code plus directory number e.g. +86 207777 6666 for overseas number

9.2 Change your active phone



You can change your active phone by **two ways**:

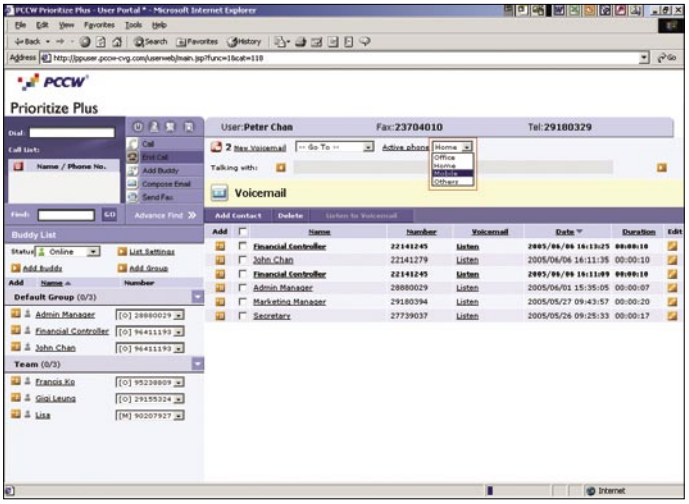
When you login

Simply select your preferred active phone when you login. Furthermore, this setting will be saved for your next login if the box ☑ **Remember me** is checked.

9. Remote Access Using Active Phone

After you login

Click the **Active Phone** menu to change your active phone anytime after you login.



10. Appendix A: Major Functions of Prioritize Plus User Web

Here are the quick reference of the major functions in Prioritize Plus User Web:

(1) Dial box:

Enter a phone number (e.g. 27778888 for local number or +86206666888 for overseas number) in the box and press Enter to add to the Call List. Then simply click **Call** to call the number or **Send Fax** to send fax to the number.

(2) Call List:

For you to make action easily. To add entries into the list, enter the number in **Dial** box and press Enter; OR click icon of the entries in Buddy List or Phonebook or Voicemail page.

(3) Call: Call the entries in the Call List

(4) Add Buddy: Add the entries in the Call List to your buddy list

(5) Compose Email: Send email to the entries in the Call List

(6) Send Fax: Send fax to the entries in the Call List

(7) Logout: Logout Prioritize Plus

(8) Traditional Chinese/Simplified Chinese: Change Prioritize Plus to Traditional Chinese 繁 or Simplified Chinese 简 version

(9) User: User: **Peter Chan** Your name. Your Company Administrator can change your name in Administrator Portal

(10) Fax: Fax: **23704010** Your personal fax number

(11) Tel: Tel: **29180329** Your office number

(12) New Voicemail: 1 New Voicemail Number of new voicemails in your mailbox. Simply click on the **hyperlink** to view your voicemails

(13) -- Go to -- : Select to go to the major functions of Prioritize Plus e.g. Personal Fax, Phonebook, Profile Settings, Voicemail and Webmail

(14) Active phone: Active phone Office Select to change your active phone. To register your active phone number, simply click on the **hyperlink**

(15) Talking with: Talking with: Shows the status of your click-to-call or click-to-conference

(16) Online status: Online Select to change your online status as displayed to your buddies

(17) Add to Call List: Add the entry to the Call List for further action such as Call or Send Fax

(18) Buddy Status: You buddy's online status

(19) Hyper-linked name: Admin Manager Simply click on any **hyper-linked** name to make a call!

(20) Phone number selector: [O] 29180394 Select one from the multiple phone numbers of your buddy. Then simply click on **your buddy's name** to make a call

(21) Find: Find: Enter a name or a phone number to search your phonebook

(22) Advanced Find: Advance Find >> Search your phonebook by one or many criteria

(23) Compose Email: Compose email to this phonebook entry

(24) Properties: View or edit the phonebook details of this entry

11. Appendix B: Number Formats

Prioritize Plus has many options that allow you to enter phone number. This appendix describes the valid phone number formats in different contexts:

	For Hong Kong Local Number	Overseas Phone Number
Dial:	Full Directory Number	"+" plus country code and directory number e.g. +862066667777 OR IDD Prefix followed by country and directory number e.g. 0060862066667777
Phonebook phone numbers	Full Directory Number	"+" plus country code and directory number e.g. +862066667777
Active phone • **Home** • **Mobile**	Full Directory Number	Not applicable
Active phone • **Other**	Full Directory Number	"+" plus country code and directory number e.g. +862066667777
Send Fax	Full Fax Number	"+" plus country code and directory number e.g. +862066667777 OR IDD Prefix followed by country and directory number e.g. 0060862066667777